



City of Irving Job Description

Park Operations Manager

FLSA Status:	EXEMPT	Job Department:	Parks & Recreation
Job Code:	30141	Reports To (Job Title):	Parks and Recreation Director

PURPOSE

To manage the overall operations of the Administration Division, including budget development and management, contract management and administration, departmental purchasing, departmental inventory management, program development, and public relations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Develop, administer and monitor departmental budget controls, and coordinates oversight for the departmental budget; Format the departmental budget for submission to Finance.
- Manage all departmental supply, service and professional service contracts, and various interlocal agreements. Maintain the Departmental Contract Administration System, including active and inactive files for all departmental contracts, contract documents, authorizations, invoices, expenditures & revenue receipts, correspondence, current contract summary sheets, and semi-annual reports.
- Directly manages all mowing and litter control contracts for City medians, rights of way, beautification areas, acquired properties and building landscapes.
- Manage a professional services contract for operation and maintenance of Twin Wells Golf Course.
- Develop and maintain departmental inventory databases for properties, infrastructure, and equipment.
- Prepare various reports for local, state and federal agencies, and establish best management practice benchmarks for performance tracking.
- Develop strategies to improve efficiency and reduce costs, which includes monitoring and benchmarking annual goals, objectives, and Key Performance Indicators to support the Strategic Plan.
- Prepare reports and presentations for City Council and Parks and Recreation Advisory Board.
- Develop and monitor customer service initiatives and resolve customer service issues and concerns.
- Provide management leadership for the Administration Division Team.
- Directly supervise approximately (3) employees.
- Interface with other departments, government agencies and outside organizations to provide assistance, coordination of work efforts coordination, and gather information.
- Establish Divisional procedures, policies, and performance standards, which includes: Coaching and training divisional staff; Performing time and use evaluations to analyze team performance, effectiveness, and efficiency; and, reviewing work group staffing levels and schedules to maximize use of divisional resources.
- Coordinate, assemble and produce the annual departmental Storm Water Best Management Practices Report for submission to the Texas Commission on Environmental Quality and the EPA.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Provide in-house professional services to support the departmental playground safety program.
- Provide leadership and subject matter expertise to implement LEAN Six Sigma projects at work group, departmental and city-wide levels.
- Develop time/motion efficiency studies and Cost/Benefit analysis reports to support budget expenditures for outsourced contract functions.
- Produce a variety of professional presentation quality written reports and documentations.

SUPERVISORY RESPONSIBILITIES

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 3 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

This position coordinates development of the Departmental Budget of approximately \$12,000,000 annually with the Director and divisional managers; directly manages departmental outsource contracts valued at approximately \$600,000 annually; manages budget report documents and communicates budget issues to management team; and, oversees department-wide budget controls and expenditure reconciliation processes.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Bachelor's from an accredited college or university with major course work in parks administration or a closely related field.

EXPERIENCE

- At least seven (7) years of related experience, including five (5) years of supervisory experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid Texas driver's license, or the ability to obtain one, is required.
- LEAN Yellow Belt – or the ability to achieve certification within 6 months of hiring date.
- National Playground Safety Institute - Certified Playground Safety Inspector certification – or the ability to achieve certification within 6 months of hiring date
- Affiliation - Golf Course Supervisor Association of America
- Affiliation – National Recreation and Park Association

KNOWLEDGE OF

- Administration and Management: Principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods.
- Budget Management / Preparation: How to developing and formatting annual budgets, establish budget control measures, and monitor and reconcile budget purchasing.
- Outsource Contract Management: Specification development, bid document assembly and formatting, MWBE conformance, purchasing procedures, contract negotiation, performance verification controls, expenditure and invoice tracking and conflict resolution.
- LEAN Six Sigma principles, applied process improvement concepts and tools.
- Playground Safety: Professional certification to develop, teach and sustain a viable departmental playground safety program, meeting all current professional standards, guidelines and laws.
- Mowing and grounds maintenance equipment applied to right of way, median and public property mowing and litter contracts.
- Golf course maintenance, including irrigation systems, culture of greens, tees & fairways, and required player services and infrastructure.
- Office / Industry Software: Current word processing, presentation, spreadsheet, and database programs used by the City; additionally, GIS mapping software.

SKILLS AND ABILITIES IN

- Reading Comprehension: Reading and interpreting documents.
- Technical Reasoning: Interpreting an extensive variety of technical instructions in mathematical or diagram form. This includes reading, interpreting, and applying GIS information to required job functions.
- Effective Supervision: Producing decided, decisive, and/or desired effect in the actions of those under one's direction, which includes leading a diverse base of employees and outsource vendors in the performance of work.
- Program Assessment: evaluating current / potential programs for effectiveness and efficiency. This includes developing effective best management practice standards with applied standard operating procedures to deliver exceptional professional services.

GUIDANCE RECEIVED

Priorities and Policies

Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses needed changes to policies, methods and procedures and obtains approval.

CONTACTS

Internal and External Customers, Other Departments, Sales Persons, Vendors, Educational Institutions, State Agencies, various Board Members, and Special Interest Groups.

EQUIPMENT AND PROPERTY

This position operates a city vehicle, and should be proficient in operating various office equipment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to listen, sit, and/or see. Frequently, s/he is required to drive a vehicle, carry, grasp, handle, feel, climb and/or walk.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The employee occasionally is exposed to a dirty environment and outside weather conditions. The noise level in the work environment is usually low.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.